Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
			High	Low	FCR Total
Environmental Quality	Application Services	Danielle Hood	0 0	5 0	5 0
		Dustin Crump	0 0	2 0	2 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	8 0	8 0
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Enterprise Security	Bobette Phillips	1 0	0 0	1 0
		Dan Cook	0 0	1 0	1 0
		Jed Johnson	0 0	2 0	2 0
		Sharon Smith	0 0	2 0	2 0
		Assigned to Individual Total	1 0	5 0	6 0

Environmental Quality

			High	Low	FCR Total
Environmental Quality	Help Desk	Brenda Treadway	0 0	7 7	7 7
		Eileen Dubach	0 0	2 2	2 2
		James Stearns	0 0	6 6	6 6
		Julie VanBeekum	0 0	2 2	2 2
		Sarah Johnson	0 0	2 0	2 0
		Vicky Marrelli	0 0	4 4	4 4
		Assigned to Individual Total	0 0	23 21	23 21
	Metro B Desktop Support	Anthony Booyse	0 0	6 0	6 0
		Austin Farey	0 0	1 0	1 0
		Bill Crowther	0 0	18 1	18 1
		Jay Locker	0 0	2 0	2 0
		Mike Wilde	0 0	7 1	7 1
		Peter Musser	0 0	6 0	6 0
		Sean Chadbourne	0 0	5 0	5 0

Environmental Quality

			High	Low	FCR Total
Environmental Quality	Metro B Desktop Support	Stephanie Young	0 0	6 0	6 0
		Tyler Pearce	0 0	9 0	9 0
		Assigned to Individual Total	0 0	60 2	60 2
	Metro B Help Desk	Gary Graham	0 0	15 9	15 9
		Todd Manning	0 0	18 14	18 14
		Val Shepherd	0 0	10 6	10 6
		Assigned to Individual Total	0 0	43 29	43 29
	Metro B Hosting	James Gramse	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro C Help Desk	Reed Stohel	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Luis Larios	0 0	4 0	4 0
		Assigned to Individual Total	0 0	5 0	5 0

Environmental Quality

			High	Low	FCR Total
Environmental Quality	Technical Lead/Project Manager	John Stephenson	0 0	2 0	2 0
		Mart Gardner	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Voice Operations	Kelly Johnson	1 0	2 0	3 0
		Leon Owen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	3 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	155 54	157 54
Customer Company Total			2 0	155 54	157 54

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
Environmental Quality	Application Services	Danielle Hood	0 0	5 3	5 3
		Dustin Crump	0 0	2 2	2 2
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	8 6	8 6
	Capitol Hosting	Curtis Parker	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Enterprise Security	Bobette Phillips	1 0	0 0	1 0
		Dan Cook	0 0	1 0	1 0
		Jed Johnson	0 0	2 2	2 2
		Sharon Smith	0 0	2 0	2 0
		Assigned to Individual Total	1 0	5 2	6 2

Environmental Quality

			High	Low	MIR Total
Environmental Quality	Help Desk	Brenda Treadway	0 0	7 2	7 2
		Eileen Dubach	0 0	2 0	2 0
		James Stearns	0 0	6 0	6 0
		Julie VanBeekum	0 0	2 0	2 0
		Sarah Johnson	0 0	2 0	2 0
		Vicky Marrelli	0 0	4 0	4 0
		Assigned to Individual Total	0 0	23 2	23 2
	Metro B Desktop Support	Anthony Booyse	0 0	6 0	6 0
		Austin Farey	0 0	1 0	1 0
		Bill Crowther	0 0	18 0	18 0
		Jay Locker	0 0	2 0	2 0
		Mike Wilde	0 0	7 0	7 0
		Peter Musser	0 0	6 0	6 0
		Sean Chadbourne	0 0	5 1	5 1

Environmental Quality

			High	Low	MIR Total
Environmental Quality	Metro B Desktop Support	Stephanie Young	0 0	6 1	6 1
		Tyler Pearce	0 0	9 0	9 0
		Assigned to Individual Total	0 0	60 2	60 2
	Metro B Help Desk	Gary Graham	0 0	15 4	15 4
		Todd Manning	0 0	18 1	18 1
		Val Shepherd	0 0	10 0	10 0
		Assigned to Individual Total	0 0	43 5	43 5
	Metro B Hosting	James Gramse	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Luis Larios	0 0	4 0	4 0
		Assigned to Individual Total	0 0	5 0	5 0

Environmental Quality

			High	Low	MIR Total
Environmental Quality	Technical Lead/Project Manager	John Stephenson	0 0	2 1	2 1
		Mart Gardner	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 1	4 1
	Voice Operations	Kelly Johnson	1 0	2 0	3 0
		Leon Owen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	3 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	155 19	157 19
Customer Company Total			2 0	155 19	157 19

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	**Low**	**ATTIR Total**
Environmental Quality	Application Services	Danielle Hood	0 0.00	5 36.08	5 36.08
		Dustin Crump	0 0.00	2 8.20	2 8.20
		Tony Larsen	0 0.00	1 2.97	1 2.97
		Assigned to Individual Total	0 0.00	8 24.97	8 24.97
	Capitol Hosting	Curtis Parker	0 0.00	1 6.10	1 6.10
		Assigned to Individual Total	0 0.00	1 6.10	1 6.10
	Enterprise Security	Bobette Phillips	1 0.12	0 0.00	1 0.12
		Dan Cook	0 0.00	1 0.00	1 0.00
		Jed Johnson	0 0.00	2 24.63	2 24.63
		Sharon Smith	0 0.00	2 0.90	2 0.90
		Assigned to Individual Total	1 0.12	5 10.21	6 8.53

Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Help Desk	Brenda Treadway	0 0.00	7 0.57	7 0.57
		Eileen Dubach	0 0.00	2 0.00	2 0.00
		James Stearns	0 0.00	6 0.00	6 0.00
		Julie VanBeekum	0 0.00	2 0.21	2 0.21
		Sarah Johnson	0 0.00	2 0.03	2 0.03
		Vicky Marrelli	0 0.00	4 0.00	4 0.00
		Assigned to Individual Total	0 0.00	23 0.20	23 0.20
	Metro B Desktop Support	Anthony Booyse	0 0.00	6 0.25	6 0.25
		Austin Farey	0 0.00	1 0.41	1 0.41
		Bill Crowther	0 0.00	18 0.27	18 0.27
		Jay Locker	0 0.00	2 0.09	2 0.09
		Mike Wilde	0 0.00	7 0.31	7 0.31
		Peter Musser	0 0.00	6 0.19	6 0.19
		Sean Chadbourne	0 0.00	5 0.39	5 0.39

Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Metro B Desktop Support	Stephanie Young	0 0.00	6 0.47	6 0.47
		Tyler Pearce	0 0.00	9 0.27	9 0.27
		Assigned to Individual Total	0 0.00	60 0.29	60 0.29
	Metro B Help Desk	Gary Graham	0 0.00	15 0.41	15 0.41
		Todd Manning	0 0.00	18 0.29	18 0.29
		Val Shepherd	0 0.00	10 0.22	10 0.22
		Assigned to Individual Total	0 0.00	43 0.31	43 0.31
	Metro B Hosting	James Gramse	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.42	1 0.42
		Luis Larios	0 0.00	4 0.12	4 0.12
		Assigned to Individual Total	0 0.00	5 0.18	5 0.18

Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Technical Lead/Project Manager	John Stephenson	0 0.00	2 1.91	2 1.91
		Mart Gardner	0 0.00	2 0.05	2 0.05
		Assigned to Individual Total	0 0.00	4 0.98	4 0.98
	Voice Operations	Kelly Johnson	1 0.17	2 0.14	3 0.15
		Leon Owen	0 0.00	1 0.50	1 0.50
		Assigned to Individual Total	1 0.17	3 0.26	4 0.24
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.04	1 0.04
		Assigned to Individual Total	0 0.00	1 0.04	1 0.04
	Assigned Group Total		2 0.15	155 1.92	157 1.90
Customer Company Total			2 0.15	155 1.92	157 1.90

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MR Total**
Environmental Quality	Application Services	Danielle Hood	0 0	5 5	5 5
		Dustin Crump	0 0	2 2	2 2
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	8 8	8 8
	Capitol Hosting	Curtis Parker	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Enterprise Security	Bobette Phillips	1 0	0 0	1 0
		Dan Cook	0 0	1 0	1 0
		Jed Johnson	0 0	2 2	2 2
		Sharon Smith	0 0	2 0	2 0
		Assigned to Individual Total	1 0	5 2	6 2

Environmental Quality

			High	Low	MR Total
Environmental Quality	Help Desk	Brenda Treadway	0 0	7 0	7 0
		Eileen Dubach	0 0	2 0	2 0
		James Stearns	0 0	6 0	6 0
		Julie VanBeekum	0 0	2 0	2 0
		Sarah Johnson	0 0	2 0	2 0
		Vicky Marrelli	0 0	4 0	4 0
		Assigned to Individual Total	0 0	23 0	23 0
	Metro B Desktop Support	Anthony Booyse	0 0	6 0	6 0
		Austin Farey	0 0	1 0	1 0
		Bill Crowther	0 0	18 1	18 1
		Jay Locker	0 0	2 0	2 0
		Mike Wilde	0 0	7 1	7 1
		Peter Musser	0 0	6 0	6 0
		Sean Chadbourne	0 0	5 0	5 0

Environmental Quality

			High	Low	MR Total
Environmental Quality	Metro B Desktop Support	Stephanie Young	0 0	6 0	6 0
		Tyler Pearce	0 0	9 0	9 0
		Assigned to Individual Total	0 0	60 2	60 2
	Metro B Help Desk	Gary Graham	0 0	15 0	15 0
		Todd Manning	0 0	18 0	18 0
		Val Shepherd	0 0	10 0	10 0
		Assigned to Individual Total	0 0	43 0	43 0
	Metro B Hosting	James Gramse	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Luis Larios	0 0	4 3	4 3
		Assigned to Individual Total	0 0	5 3	5 3

Environmental Quality

			High	Low	MR Total
Environmental Quality	Technical Lead/Project Manager	John Stephenson	0 0	2 1	2 1
		Mart Gardner	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 1	4 1
	Voice Operations	Kelly Johnson	1 0	2 0	3 0
		Leon Owen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	3 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	155 17	157 17
Customer Company Total			2 0	155 17	157 17

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Environmental Quality	Application Services	Danielle Hood	0 0.00	5 59.00	5 59.00
		Dustin Crump	0 0.00	2 9.92	2 9.92
		Tony Larsen	0 0.00	1 6.72	1 6.72
		Assigned to Individual Total	0 0.00	8 40.19	8 40.19
	Capitol Hosting	Curtis Parker	0 0.00	1 6.10	1 6.10
		Assigned to Individual Total	0 0.00	1 6.10	1 6.10
	Enterprise Security	Bobette Phillips	1 0.12	0 0.00	1 0.12
		Dan Cook	0 0.00	1 0.00	1 0.00
		Jed Johnson	0 0.00	2 24.67	2 24.67
		Sharon Smith	0 0.00	2 2.26	2 2.26
		Assigned to Individual Total	1 0.12	5 10.77	6 9.00

Environmental Quality

			High	Low	ATTR Total
Environmental Quality	Help Desk	Brenda Treadway	0 0.00	7 0.58	7 0.58
		Eileen Dubach	0 0.00	2 0.00	2 0.00
		James Stearns	0 0.00	6 0.00	6 0.00
		Julie VanBeekum	0 0.00	2 0.21	2 0.21
		Sarah Johnson	0 0.00	2 2.61	2 2.61
		Vicky Marrelli	0 0.00	4 0.00	4 0.00
		Assigned to Individual Total	0 0.00	23 0.42	23 0.42
	Metro B Desktop Support	Anthony Booyse	0 0.00	6 1.76	6 1.76
		Austin Farey	0 0.00	1 0.41	1 0.41
		Bill Crowther	0 0.00	18 1.00	18 1.00
		Jay Locker	0 0.00	2 0.53	2 0.53
		Mike Wilde	0 0.00	7 2.02	7 2.02
		Peter Musser	0 0.00	6 1.53	6 1.53
		Sean Chadbourne	0 0.00	5 0.52	5 0.52

Environmental Quality

			High	Low	ATTR Total
Environmental Quality	Metro B Desktop Support	Stephanie Young	0 0.00	6 1.31	6 1.31
		Tyler Pearce	0 0.00	9 0.81	9 0.81
		Assigned to Individual Total	0 0.00	60 1.20	60 1.20
	Metro B Help Desk	Gary Graham	0 0.00	15 0.44	15 0.44
		Todd Manning	0 0.00	18 0.60	18 0.60
		Val Shepherd	0 0.00	10 0.36	10 0.36
		Assigned to Individual Total	0 0.00	43 0.49	43 0.49
	Metro B Hosting	James Gramse	0 0.00	1 0.94	1 0.94
		Assigned to Individual Total	0 0.00	1 0.94	1 0.94
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 4.06	1 4.06
		Luis Larios	0 0.00	4 5.85	4 5.85
		Assigned to Individual Total	0 0.00	5 5.49	5 5.49

Environmental Quality

			High	Low	ATTR Total
Environmental Quality	Technical Lead/Project Manager	John Stephenson	0 0.00	2 6.34	2 6.34
		Mart Gardner	0 0.00	2 3.67	2 3.67
		Assigned to Individual Total	0 0.00	4 5.00	4 5.00
	Voice Operations	Kelly Johnson	1 0.29	2 0.16	3 0.20
		Leon Owen	0 0.00	1 0.50	1 0.50
		Assigned to Individual Total	1 0.29	3 0.27	4 0.28
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.42	1 0.42
		Assigned to Individual Total	0 0.00	1 0.42	1 0.42
	Assigned Group Total		2 0.21	155 3.49	157 3.45
Customer Company Total			2 0.21	155 3.49	157 3.45

Environmental Quality

Detail

INC000000599589	Jeri P Olsen	Application	Error	Novell GroupWise	TIR Missed: Yes	2.97
Application Services	Tony Larsen	Environmental Quality	Low	Closed	TTR Missed: Yes	6.72
INC000000600154	Ed Macauley Jr	None	None	Adobe Acrobat	TIR Missed: No	0.17
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.17
INC000000601054	Shirlie Van Wagoner	EIS Hardware	Printer	None	TIR Missed: No	0.19
Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: Yes	6.90
INC000000601504	Craig W Jones	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.83
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	1.56
INC000000601506	Svetlana Kopytkovskiy	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000601709	Linda Matulich	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.29
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	1.29
INC000000601793	Linda Matulich	None	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.05
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.93
INC000000601993	Lisa Burr	Network	Incident	None	TIR Missed: No	0.17
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.20
INC000000602007	Keith E Eagan	None	None	Google Chrome	TIR Missed: No	0.48
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	3.16
INC000000602130	Krisi Schaff	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000602314	Teri Weiss	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000602398	Ed Macauley Jr	None	None	None	TIR Missed: No	0.22
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.23
INC000000602679	Andy Hale	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000602693	Dave McNeill	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000602722	Andy Hale	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: Yes	8.87
INC000000602754	Kevin Hart	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.03
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.50

Environmental Quality

INC000000602758	Bailey Toolson	Application	Error	None		TIR Missed: No	0.33
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.53
INC000000602803	Christine Osborne	Application	Error	None		TIR Missed: No	0.76
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.45
INC000000602818	Kevin Hart	None	None	None		TIR Missed: No	0.42
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Closed	TTR Missed: No	4.06
INC000000602829	Mike Herkimer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000602884	Kathryn Dozier	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000602886	Rebecca Marsing	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.31
INC000000602926	Edith VanVleet	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.20
INC000000603067	Elden Olsen	Application	Error	Microsoft Word		TIR Missed: No	0.71
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	1.19
INC000000603134	Ralph Bohn	Application	None	Gmail		TIR Missed: Yes	12.53
	Application Services	Dustin Crump	Environmental Quality	Low	Closed	TTR Missed: Yes	12.93
INC000000603146	Marsha Case	Network	Error	None		TIR Missed: No	0.50
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.76
INC000000603600	William Damery	None	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000603630	Rich Peterson	Application	None	Gmail		TIR Missed: Yes	3.87
	Application Services	Dustin Crump	Environmental Quality	Low	Closed	TTR Missed: Yes	6.92
INC000000603794	Loren Morton	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.83
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.48
INC000000603876	Mark Bertelson	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.02
INC000000603984	James Harris	PC/Laptop	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.43
INC000000604167	John Oakeson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.51
INC000000604364	Harold Sandbeck	None	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.20

Environmental Quality

INC000000604578	Linda Matulich	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000604631	Harold Sandbeck	EIS Hardware	Printer	None			TIR Missed: No	0.20
	Strategic Communications	Luis Larios	Environmental Quality	Low		Closed	TTR Missed: Yes	7.19
INC000000604671	Christine Keyser	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000604710	Judy Etherington	Application	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000604803	Deborah Ng	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: Yes	6.22
INC000000604841	Brent D Shaw	Application	Error	State Payroll Time Entry System			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000605174	Chad Gilgen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000605216	Rocky L Stonestreet Jr	Application	Error	State Payroll Time Entry System			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000605250	Linda Matulich	Application	Error	None			TIR Missed: No	0.15
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low		Closed	TTR Missed: No	1.10
INC000000605716	Steven Onysko	Application	Error	Microsoft Office Professional 20			TIR Missed: No	0.12
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low		Closed	TTR Missed: No	0.44
INC000000606392	Bill Rees	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low		Closed	TTR Missed: No	0.45
INC000000606462	Richard McKeague III	Application	Password	Gmail			TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low		Closed	TTR Missed: No	0.00
INC000000606555	Alex Pashley	PC/Laptop	None	None			TIR Missed: No	0.28
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low		Resolved	TTR Missed: No	4.60
INC000000606581	Dale Jorgensen	Application	None	Gmail			TIR Missed: No	0.08
	Technical Lead/Project Manager	Mart Gardner	Environmental Quality	Low		Resolved	TTR Missed: No	3.09
INC000000606623	Scott Everett	Application	None	Gmail			TIR Missed: No	0.02
	Technical Lead/Project Manager	Mart Gardner	Environmental Quality	Low		Closed	TTR Missed: No	4.26
INC000000606642	Reginald Olsen	Application	Password	Utah Master Directory			TIR Missed: Yes	2.51
	Help Desk	Brenda Treadway	Environmental Quality	Low		Closed	TTR Missed: No	2.51
INC000000606677	Ed Macauley Jr	Application	None	None			TIR Missed: No	0.39
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low		Closed	TTR Missed: No	2.67

Environmental Quality

INC000000606815	Bowen A Call	None	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	1.97
INC000000606963	Lenora Sullivan	Application	Password	Gmail		TIR Missed: Yes	1.50
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	1.62
INC000000606979	Joe Thomas	Application	Password	Utah Master Directory		TIR Missed: Yes	1.37
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	1.42
INC000000607063	Mark Crim	Application	Password	Gmail		TIR Missed: Yes	1.08
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	1.08
INC000000607079	Doug Taylor	Application	None	Google Chrome		TIR Missed: No	0.30
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	2.45
INC000000607085	Sheila Stone	Application	None	Gmail		TIR Missed: Yes	1.58
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	1.58
INC000000607157	Jeanell Collings	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	2.64
INC000000607162	Leah Ann Lamb	Mobile Devices	None	Droid		TIR Missed: No	0.04
	Help Desk	Sarah Johnson	Environmental Quality	Low	Closed	TTR Missed: No	3.81
INC000000607170	Leah Ann Lamb	Mobile Devices	None	Ipads		TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	0.46
INC000000607252	Hong-Lei Tao	Application	None	Gmail		TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.38
INC000000607268	Sheila Stone	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000607321	Kari Lundeen	Application	Error	Gmail		TIR Missed: Yes	3.80
	Technical Lead/Project Manager	John Stephenson	Environmental Quality	Low	Resolved	TTR Missed: Yes	8.98
INC000000607552	Janet Lee	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000607722	Mike Herkimer	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000607857	Myron Bateman	Application	Password	Utah Master Directory		TIR Missed: No	0.42
	Help Desk	Julie VanBeekum	Environmental Quality	Low	Closed	TTR Missed: No	0.42
INC000000608113	Robert Neal Olson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000608147	Jason Wilde	Application	Error	Gmail		TIR Missed: No	0.32
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.68

Environmental Quality

INC000000608408	Svetlana Kopytkovskiy	None	None	Gmail			TIR Missed:	Yes	5.02
Metro B Help Desk		Todd Manning	Environmental Quality	Low	Closed		TTR Missed:	No	5.12
INC000000608464	Susan Weisenberg	Application	Reporting	Gmail			TIR Missed:	No	0.00
Help Desk		James Stearns	Environmental Quality	Low	Closed		TTR Missed:	No	0.00
INC000000608486	Johnathon Cook	Application	None	Gmail			TIR Missed:	No	0.02
Technical Lead/Project Manager		John Stephenson	Environmental Quality	Low	Resolved		TTR Missed:	No	3.69
INC000000608497	Sharon Schofield	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No	0.10
Metro B Desktop Support		Mike Wilde	Environmental Quality	Low	Closed		TTR Missed:	Yes	6.14
INC000000608504	Steve Packham	Mobile Devices	None	iPhone			TIR Missed:	No	0.03
Help Desk		Sarah Johnson	Environmental Quality	Low	Closed		TTR Missed:	No	1.41
INC000000608543	Faye Bell	None	None	Gmail			TIR Missed:	Yes	34.09
Enterprise Security		Jed Johnson	Environmental Quality	Low	Resolved		TTR Missed:	Yes	34.09
INC000000608586	Shairose Falahati Nini	None	None	Gmail			TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Closed		TTR Missed:	No	0.00
INC000000608824	Diane Hernandez	Application	None	Purchasing System			TIR Missed:	No	0.87
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed		TTR Missed:	No	0.87
INC000000609031	Donna Spangler	Telecom	Voice Mail	Telephone			TIR Missed:	No	0.17
Voice Operations		Kelly Johnson	Environmental Quality	High	Closed		TTR Missed:	No	0.29
INC000000609034	David Bird	None	None	None			TIR Missed:	No	0.15
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed		TTR Missed:	No	0.66
INC000000609577	Michelle Horning	None	None	ZENworks for Desktops			TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Closed		TTR Missed:	No	0.07
INC000000609747	Kathryn Dozier	None	None	None			TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Environmental Quality	Low	Closed		TTR Missed:	No	0.00
INC000000609860	Kim Viehweg	Application	Error	None			TIR Missed:	No	0.16
Metro B Desktop Support		Mike Wilde	Environmental Quality	Low	Closed		TTR Missed:	No	0.56
INC000000609933	Colleen Delaney	Application	None	ZENworks for Desktops			TIR Missed:	No	0.39
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed		TTR Missed:	No	0.39
INC000000610191	Toby Hooker	Application	Error	Microsoft Word			TIR Missed:	No	0.46
Metro B Desktop Support		Sean Chadbourne	Environmental Quality	Low	Closed		TTR Missed:	No	0.49
INC000000610231	Harold Sandbeck	EIS Hardware	Printer	None			TIR Missed:	No	0.10
Strategic Communications		Luis Larios	Environmental Quality	Low	Closed		TTR Missed:	No	0.43
INC000000610354	Shane Bekkemellom	None	None	Gmail			TIR Missed:	Yes	28.27
Application Services		Danielle Hood	Environmental Quality	Low	Resolved		TTR Missed:	Yes	28.27

Environmental Quality							
INC000000610373	David Wheeler	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed		TTR Missed: No	
INC000000610623	Jinnie Edgar	PC/Laptop	Hardware	None		TIR Missed: No	0.20
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed		TTR Missed: No	0.78
INC000000610682	Kathryn Dozier	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000610694	Rebecca Troutman	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved		TTR Missed: No	2.53
INC000000610721	Svetlana Kopytkovskiy	Application	Reporting	gmail		TIR Missed: Yes	15.17
Enterprise Security	Jed Johnson	Environmental Quality	Low	Resolved		TTR Missed: Yes	15.25
INC000000610772	Linda Matulich	Application	Error	None		TIR Missed: No	0.71
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed		TTR Missed: No	0.71
INC000000611068	Michelle Weis	None	None	Gmail		TIR Missed: No	0.75
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed		TTR Missed: No	0.76
INC000000611095	Scott Hacking	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.85
INC000000611298	Bill Rees	PC/Laptop	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved		TTR Missed: No	0.08
INC000000611319	Bowen A Call	Application	None	Gmail		TIR Missed: No	0.07
Application Services	Danielle Hood	Environmental Quality	Low	Resolved		TTR Missed: Yes	52.64
INC000000611373	Nathan Hall	Application	None	Novell Client for 32-bit Windows		TIR Missed: Yes	1.50
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed		TTR Missed: No	1.50
INC000000611518	Kathryn Dozier	PC/Laptop	Error	None		TIR Missed: No	0.41
Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Resolved		TTR Missed: No	0.41
INC000000611523	Hilary Arens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000611542	Hilary Arens	Application	Password	Utah Master Directory		TIR Missed: No	0.12
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed		TTR Missed: No	0.12
INC000000611923	Colleen Delaney	None	None	Gmail		TIR Missed: Yes	76.33
Application Services	Danielle Hood	Environmental Quality	Low	Resolved		TTR Missed: Yes	76.33
INC000000611997	Colleen Delaney	Application	Error	Gmail		TIR Missed: Yes	75.63
Application Services	Danielle Hood	Environmental Quality	Low	Resolved		TTR Missed: Yes	75.63
INC000000612402	Bill Rees	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved		TTR Missed: No	0.00

Environmental Quality

INC000000612441	Dave McNeill	None	None	Gmail			TIR Missed: No	0.13
Application Services	Danielle Hood	Environmental Quality	Low	Resolved	TTR Missed: Yes	62.11
INC000000612588	Terry Montgomery	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.28
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.28
INC000000612595	Lance Avey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000612624	Brock Lebaron	Network	Incident	None			TIR Missed: Yes	6.10
Capitol Hosting	Curtis Parker	Environmental Quality	Low	Resolved	TTR Missed: Yes	6.10
INC000000612911	Beverly Rasmussen	None	None	Gmail			TIR Missed: No	0.12
Enterprise Security	Bobette Phillips	Environmental Quality	High	Resolved	TTR Missed: No	0.12
INC000000612918	Stacy Carroll	PC/Laptop	None	None			TIR Missed: No	0.38
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.38
INC000000612989	Ed Macauley Jr	Application	None	None			TIR Missed: No	0.24
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.24
INC000000613269	Jeanell Collings	PC/Laptop	Performance	None			TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000613271	Norm Erikson	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000613282	Judy Etherington	Network	None	None			TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000613320	Jule Fausto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000613328	Susan Woeppel	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000613395	Harold Sandbeck	Application	Error	None			TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	
INC000000613424	Jule Fausto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000613454	Jule Fausto	Application	Error	None			TIR Missed: No	0.22
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.36
INC000000613539	Doug Wong	None	None	Street Atlas USA			TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000613769	Terry Montgomery	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.61
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	0.61

Environmental Quality

INC000000613967	Tina Mercer	Storage	None	None	TIR Missed: No	0.00
Metro B Hosting	James Gramse	Environmental Quality	Low	Resolved	TTR Missed: No	0.94
INC000000614005	Tina Mercer	None	None	None	TIR Missed: No	0.10
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	5.82
INC000000614284	Diane Hernandez	None	None	None	TIR Missed: No	0.16
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.49
INC000000614362	Brock Lebaron	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000614487	Michael Yang	None	None	None	TIR Missed: No	0.12
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	0.13
INC000000614505	Lance Avey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000614521	Jalynn Knudsen	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.90
Enterprise Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	0.90
INC000000614543	Rusty Lundberg	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000614545	Lenora Sullivan	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	0.15
INC000000614629	Craig Silotti	None	None	None	TIR Missed: No	0.14
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	1.98
INC000000614637	Kathy Barker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000614693	Kathryn Ostler	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	4.92
INC000000614751	Bill Craig	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000614814	Ying-Ying Macauley	Application	Reporting	Gmail	TIR Missed: No	0.91
Enterprise Security	Sharon Smith	Environmental Quality	Low	Resolved	TTR Missed: No	3.62
INC000000614960	Kathy Barker	Application	Password	None	TIR Missed: Yes	1.25
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	2.09
INC000000614978	Loren Morton	None	None	None	TIR Missed: No	0.14
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.65
INC000000614984	Kathryn Ostler	None	None	Gmail	TIR Missed: No	0.86
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.98

Environmental Quality

Incident	Customer	Category	Type	Item	TIR Missed		Value
INC000000615296	Brent D Shaw	Application	None	Novell eDirectory	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000615299	Marc Wade	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed:	No	0.38
INC000000615558	Richard Saathoff	Application	Error	Gmail	TIR Missed:	No	0.48
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	0.82
INC000000615751	Britney Lovato	Application	Error	None	TIR Missed:	No	0.32
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	1.04
INC000000615811	Therron Blatter	Application	Error	Adobe Reader	TIR Missed:	No	0.44
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed:	No	0.80
INC000000615924	Jalynn Knudsen	None	None	None	TIR Missed:	No	0.25
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	0.26
INC000000616145	Bob Hart	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000616416	Kathryn Ostler	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000616522	Connie Rauen	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000616605	Britney Lovato	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000616671	Paula English	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.50
Voice Operations	Leon Owen	Environmental Quality	Low	Resolved	TTR Missed:	No	0.50
INC000000616700	Paula English	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.17
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed:	No	0.17
INC000000616771	David McCleary	Application	Error	Gmail	TIR Missed:	No	0.00
Enterprise Security	Dan Cook	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000616890	Helge Gabert	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000616959	Brad T Johnson	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	
INC000000617025	Dave Wham	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000617105	Carlee Christoffersen	Application	Password	ZENworks for Desktops	TIR Missed:	No	0.19
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed:	No	0.50

Environmental Quality

INC000000617168	Laurie Leib	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000617171	Kathryn Dozier	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.13
INC000000617386	Dale Urban	Telecom	Call Management	Telephone		TIR Missed: No	0.04
	Voice/Data/WAN Services	Mike Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	0.42
INC000000617674	Gwyn Galloway	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000617800	Douglas Bacon	Application	Error	None		TIR Missed: No	0.60
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	0.71